



Where Quality Is A Lifestyle

Fayette County E 9-1-1 Communications 2011 Annual Report

Guardians of Our Community

The Fayette County E 9-1-1 Communications Department, the *Guardians of Our Community*, continues to be an integral unit of the Fayette County Public Safety organization. Fayette County E 9-1-1 provides optimum communications for the Fayette County Fire and EMS Department, the Fayette County Sheriff's Office and the Fayette County Marshal's Office (to include the unincorporated areas of Fayette County: Brooks, Woolsey and Inman), the City of Peachtree City Fire and EMS Department and the City of Peachtree City Police Department, the City of Fayetteville Fire Department and the City of Fayetteville Police Department and the Town of Tyrone Police Department.

Lead by Captain Cheryl Rogers, Director, and Lieutenant Peggy Glaze, Assistant Director, the Fayette County E 9-1-1 Communications Center is a 24/7 operation and is manned by three eight hour shifts utilizing five to six Communications Officers per shift. First line supervision includes five Shift Supervisors: Corporals: Derek Rader, Suzanne Shebelski, Amber Smith, Nicole Smith, and Tonya Warr, and four Senior Communications Officers: Austin Dunn, Amber Gilder, Chet Ripka and Janika Terrell. Sergeant Katye Vogt, the CAD (Computer Aided Dispatch) Manager, oversees the day-to-day operations of the CAD and will oversee the implementation of the new Spillman Technologies, Inc. CAD. Sergeant Kyle Turner, the Training Officer, oversees the initial and ongoing training of the Cadets and is also responsible for the certifications and re-certifications of all employees.

Sergeant Turner must continually update and maintain the training programs to meet Local, State and Federal standards. Cathy Crenshaw, is the primary TAC (Terminal Agency Coordinator) for Fayette County 9-1-1 Communications Center and is responsible for all Georgia Crime Information Center (GCIC) and National Crime Information Center (NCIC) compliance. Captain Rogers, Lieutenant Glaze, Sergeant Turner, Corporal Nicole Smith and Senior Communications Officer Ripka (secondary TAC) are also certified TACs.

The Fayette County E 9-1-1- Communications Center received 350,331 contacts in 2011; this equates to an average of 29,194.25 contacts per month. This is an average of 959.81 contacts in 24 hours, or 39.9 contacts per hour. 5307.5 calls were answered per Communications Officer.

98.2% of 911 calls were answered on first ring, 99.7% 911 calls were answered within 3 rings.

Special Points of Interest:

Guardians of the Community

Fayette County E 9-1-1
Communications Mission Statement,
A Poem to Dispatchers From Law
Enforcement

Volunteerism, Community Awareness

Meet Our Staff

Fayette County E 9-1-1 Training
Highlights Update 911

Communications Board

911 Announcements

911 Working Creed

Stormy Thursday Night

Public Safety Quality Assurance

Judy Henson wrote "Please give my thanks to the lady who answered my 911 call for help on the morning of Wednesday, October 12th. I was grateful for her support". Kudos to Rebecca Acosta and Christie Purdy!



Our E 9-1-1 Mission Statement

The Fayette County E 9-1-1 Communications Center is the relay point for the dissemination of information to Public Safety field units from the general public and between Public Safety field units and agencies. The relay of this information is of vital importance in the protection of the life and property. The Fayette County E 9-1-1 Communications Center is committed to providing efficient, effective Public Safety communications to the agencies it serves. The Center promotes positive relations with each of the agencies it services as well as continuing to educate the community about Enhanced 9-1-1.

A Poem to Dispatchers From Law Enforcement

Our dispatchers are our lifeline.
Without them we would be lost
If we did not have them
What would be the cost?

We would have no information
On the criminals we pursue.
And when we got into trouble,
Without them what would we do?

They're our link to our nearest backup,
they get info on cars we have stopped.
Without them on the radio,
We wouldn't be much of a cop.

They call out the fire trucks and medics,
And they deal with the walk ins and freaks.
And every other situation,
That through our front door peaks.

So the next time you push the button,
And into the mike you speak.
Just remember to appreciate the voice
On the other end, that's there from week to week.

Our Dispatchers are our lifeline,
I know this to be true.
Cause I sure wouldn't want to be out there,
Without one to protect us, the way that they do!





Back Row: 911 Practitioner Lewis Patterson, Miss Audrey Warr and Corporal Tonya Warr, Commissioner Lee Hearn, Chairman Herb Frady, Commissioner Allen McCarty, Chief M. Allen McCullough, Director of Public Safety, Commissioner Robert Horgan. Front Row: Captain Cheryl Rogers, Director of 911, Communications Officer Cathy Crenshaw, Sergeant Kyle Turner, 911 Training Officer, Mr. Lynn Bianco, 911 Practitioner and Corporal Nicole Smith.

Volunteerism

"Volunteers are somebody! Somebody who cares, Somebody who devotes time without pay, Somebody who praises all, large or small and Somebody who has a common bond with others to make things better." (Unknown Author)

At the November 10, 2011 Fayette County Board of Commissioners meeting, Mr. Lynn Bianco was presented a resolution in recognition of his selfless dedication and volunteer service as a Fayette County 911 Call Taker. Mr. Bianco, a 9-1-1 Practitioner in the Fayette County E 9-1-1 Communications Center, has volunteered more than 100 hours in 2010 and more than 100 hours 2011.

An E 9-1-1 Practitioner must meet all Local, State and Federal mandates. He/she must have previous basic radio communication knowledge

and belong to a credentialed, organized radio entity such as the local Amateur Radio Emergency Services (A.R.E.S.) group. In addition, the E 9-1-1 Practitioners must successfully complete the National Crime Information Center/Georgia Crime Information Center (NCIC/GCIC) Computer Based Training (CBT), must achieve and maintain a Security and Integrity Certification and must successfully complete the in-house training program for non-emergency call-taking, Computer Aided Dispatch (CAD) entry and WebEOC.

Lynn Bianco provides our citizens an invaluable service and is an integral part of our Center operations. His selfless volunteerism is a great benefit in handling the ever-increasing call volume received at our Center, especially during surges in call volume.

The 9-1-1 Practitioner's Program is a unique tool and Lynn Bianco, always the consummate professional, is a welcomed asset to our Fayette County Public Safety family.

THANK YOU FOR YOUR HOURS OF DEDICATED VOLUNTEER SERVICE TO OUR ORGANIZATION AND TO THE CITIZENS OF FAYETTE COUNTY.

COMMUNITY AWARENESS - In addition to their day-to-day work schedule coupled with the day-to-day tasks of their personal life, Communications personnel volunteer their time to Community and School events. The 911 staff presented 9-1-1 overviews to Elementary School students and participated in the Fayette County High Schools Job Fair. Likewise, 9-1-1 personnel participated with Law Enforcement and Fire/EMS personnel in the "National Night Out" and the annual "Shop with the Sheriff" event. We host local Scout troops and Women's Groups who visit our Center.

MEET OUR STAFF



Administrative Staff

Back Row: (Left to Right) Sergeant Kyle Turner, Training Officer, Sergeant Katye Vogt, CAD Manager, Lieutenant Peggy Glaze, Assistant Director, Communications Officer Cathy Crenshaw, Primary TAC Seated: Captain Cheryl Rogers, Director



Shift Supervisors

Left to Right: Corporal Nicole Smith (Day Shift), Corporal Amber Smith (Evening Shift), Corporal Derek Rader (Evening Shift), Corporal Tonya Warr (Midnight Shift) and Corporal Suzanne Shebelski (Day Shift)



Day Shift

Back Row: Communications Officers:
(Left to Right) Stacey Hastings, Leslie Rosenthal, Laura Stephens, Chris Nations, Sharon Battle, Christie Purdy and Kara Bassett.

Seated: (Left to Right) Corporal Suzanne Shebelski, Corporal Nicole Smith, Senior Communications Officer Amber Gilder

Evening Shift

Back Row: Communications Officers:
(Left to Right) Francis DeBert, Dana Evans, Rebekah Acosta, Heather Brown, Senior Communications Officer Austin Dunn and Communications Officers Tammy Parris and Brittany Arroyo

Seated: (Left to Right) Corporal Derek Rader, Corporal Amber Smith, Senior Communications Officer Chet Ripka



Midnight Shift

Back Row: Communications Officers:
(Left to Right) Toni Mobley, Kelli Hutchinson, Steve Spiegel, Kristi Cody and Pamela Almond

Seated: (Left to Right) Corporal Tonya Warr and Senior Communications Officer Janika Terrell





Part-time Employees

Left to Right: Part-time Communications Officers Ashlee Koontz, Michelle Brown and Holly Chambers. Not Pictured: Zach Mittenzwei

At one time all of our part-time employees were full time Fayette County Communications Officers. Although each of these employees have moved on to other personal commitments, they continue to return to our Center to answer citizen 'calls for service'. Combined, these individuals provide our citizens with 30+ years of experience and expertise and we are most thankful to be able to rely on their continued support.

Ashlee Koontz is now a full time City of Peachtree City Firefighter/EMT and continues her studies to become a Paramedic. In fact, Ashlee received Peachtree City's 2011 Employee of the Year award. Both Michelle Brown and Zach Mittenzwei are full time City of Fayetteville Police Officers. Holly Chambers is now a full time stay-at-home Mom who devotes her time as a volunteer to the Senior Services 'meals on wheels' effort and her son's elementary school. Although each of these individuals have followed new paths they continue to serve our County as part-time Communications Officers.

Part-time employees must maintain all required certification that full time employees do.

In the past 12 months these part-time employees worked 1411:30 hours. Michelle Brown has worked 264:45 hours, Holly Chamber has worked 319 hours, Ashlee Koontz has worked 425 hours and Zach Mittenzwei has worked 402:45 hours. Because these devoted part-time employees are committed to supplement the 911 schedule on their 'off' time, the 911 Center staff is able to schedule training, to participate in citizen education and avoid the cost of overtime during peak call volume and full time employee scheduled leave.

These individuals are a great asset to our organization and we are truly thankful for their personal and professional commitment.

Good job!!! Congratulations go out to Ashlee Koontz who received 'Peachtree City's Employee of the Year' award for her part in the fatality wreck on Highway 74 earlier this year. Way to go Ashlee!!

"I want to thank all those involved in my emergency yesterday morning. My 10 year old who has diabetes had a seizure from a low blood sugar episode. Response time was amazing and M1 was great! We went to Scottish Rite and she was released around 4:30 last night and insisted on going to school today. Kids are so resilient!" Stacy Hastings, Fayette County E 9-1-1 Communications Officer

YOU GUYS ARE ROCKIN THE MIC!!!

You do a great job everyone. You should all be proud of yourselves. I am very proud of your accomplishment.

Captain Cheryl Rogers, Director

Fayette County E 9-1-1 2011 Training Highlights

Fayette County E 9-1-1 personnel completed more than 2,449 training hours in 2011.

- 32 new Certifications and/or Licensures to include: P.O.S.T., GCIC, Security and Integrity, CPR, AED, Defensive Driving, EMD, ProQA EMD and the mandated NIMS certifications [IS-100, IS 700, IS 701, IS 702, IS 703 and IS 704] were achieved.
- 47 Re-certifications and/or Licensures in GCIC, Security and Integrity, CPR, AED, Defensive Driving and EMD were achieved.
- 18 employees completed Georgia Radio Interoperability Network Training.
- Lieutenant Peggy Glaze and TAC, Chet Ripka attended the GCIC TAC Refresher course in September, 2011.
- Sergeant Kyle Turner and TAC, Cathy Crenshaw attended the Georgia Emergency Communications Conference (GECC) in September, 2011.
- Six (6) Cadets were successfully released from training to answer Law Enforcement and/or Fire/EMS Calls for Service.
- Sergeant Katye Vogt completed her BLS Instructor Recertification in April, 2011.
- Corporal Nicole Smith completed Instructor Training (IT) school at P.O.S.T. and achieved her IT Certification in December, 2011.
- Sergeant Kyle Turner and Corporal Nicole Smith completed 16 hours of EDQ training.

I would also like to pass on that I spoke with Josh McCullough (E.R.T.S.S.) this morning. He mentioned that the students are speaking very highly of the people here and the experience they had here during their observation. He also expressed how much they all appreciated the opportunity and how much he appreciates our accommodating them. Once again the professionalism of this department shines through!

GREAT JOB EVERYONE!!!!

Sgt. Kyle Turner, Training Officer

Membership:

Fayette County E 9-1-1 Communications
Fayette County Fire/EMS
Fayette County Marshals Office
Fayette County Sheriff's Office
City of Peachtree City Police Department
City of Peachtree City Fire/EMS
City of Fayetteville Police Department
City of Fayetteville Fire Department
Town of Tyrone Police Department

E 9-1-1 Communications Board

The Fayette County Communications E 9-1-1 Board meets quarterly. The E 9-1-1 Communications Board membership includes a representative from each of the Fayette County Public Safety Departments. A representative of the Fayette County Board of Education also attends the meetings. The

objective of this Board is to direct policy and ensure complete and accurate communications throughout Fayette County for all *calls for service* for our Fayette County Citizens. In 2012, the meetings are scheduled January 12, 2012, April 5, 2012, July 12, 2012 and October 4, 2012. Chief M. Allen McCullough, Chief of Fayette County Fire & EMS Department and the Director of Fayette County Public Safety, is Chairman of this committee. Sheriff Wayne Hannah is Vice-Chairman.

Effective July 1, 2011, the governing signatories (the Mayors of the City of Fayetteville, the City of Peachtree City, the Town of Tyrone, the Chairman of Fayette County Board of Commissioners and the Chairman of the Fayette County Board of Education) approved the 'Intergovernmental Agreement for the Funding and Operation of the E 9-1-1 Communications Center and participation in the Countywide 800 MHZ Trunked Radio Communications System' which supersedes the 'Intergovernmental Agreement for the Establishment of a Consolidated 911 Communications Board' dated December 13, 1994. The term of this Agreement shall be for an initial period of ten (1) years beginning July 1, 2011 and expiring on June 30, 2021.

This Agreement provides for the governmental oversight of the E 9-1-1 Communications Center and the continued financial contributions by the 800 MHZ Trunked Radio Communications System User Groups with the creation of a E 9-1-1 Special Service Tax District.

In addition this Board implemented quarterly "Quality Assurance" meetings attended by first line supervision to ensure optimum communications.

In 2011 the Fayette County E 9-1-1 Communications Center hosted 58 observations for the Fayette County and City government Law Enforcement and Fire/EMS personnel and E.R.T.S.S. personnel. These observations are part of the respective agencies FTO (Field Officer Training) curriculum.

911 Announcements

Corporal Derek Rader and his wife welcomed a beautiful baby girl on April 7, 2011.

Communications Officer Pam Almond gave birth to her second son on September 16th.

Communications Officer Leslie Rosenthal became engaged to be married on November 16th.

Communications Officer Cathy Crenshaw became a grandmother to a precious little girl on December 1st.

Communications Officer Francis DeBert gave birth to her second son on December 12th.

Sergeant Katye Vogt achieved her Bachelors of Science Degree in Criminal Justice in December, 2011.

Corporal Nicole Smith achieved her Instructor Training certification in December, 2011.

Communications Officers Stacey Hastings (June, 2011, Brittany Arroyo (October, 2011) and Kara Bassett (October, 2011) achieved their Peace Officer Standard Training (P.O.S.T.) certifications.

911's WORKING CREED

This is not a job, it is a responsibility. It is not a place to come and collect a paycheck every other week, after having endured ten, eight-hour shifts or more when necessary.

This is a career. You must have special qualities to make this your career.

Among other things, you must have the ability to care about other human beings. You must be empathetic. You must have the ability to cope with anger, disgust, and pettiness, and not become angry, disgusted and petty yourself.

You are entrusted with the safety and well being of over 106,567 (2010 census) persons residing in our county, and many who are passing through. Yes, citizens really do pay our salaries. Our attitudes and actions while performing this profession have a direct affect on our citizens, and we owe them our best, and we will give them our best...in spite of everything.

**Who Am I? I am a Fayette County
E 9-1-1 Communications Officer
and I AM PROUD!**

Stormy Thursday Night

On May 27, 2011 around 17:50 a nice "little" storm decided to roll through our wonderful county. This storm knocked down trees and power lines all over the county. Our 911 trunks filled immediately as well as rolled over into the alarm lines. We hit the limit of abandoned calls at 10. The surge lasted about an hour and a half. During this time, Evening Shift exceeded the high standards set for this center and did not blink an eye. Stacey dove right into the deep end and began answering 911s and held her own. Chet and Austin managed the never-ending flood of Wires calls. Brandy was answering phones left and right. Dana handled all the Peachtree City traffic. Rebekah managed to answer phones while her officers decided it was a good time to run tags. Iggy and Cathy stayed well past their scheduled time to leave and were a major contribution. I'm fairly certain that Georgia Power and EMC are going to know Iggy's name for years to come. Cathy jumped on the phones and tackled that challenge. Tonya, who received a frantic call from me, somehow navigated all the fallen trees to come into work and assist with the "clean-up." Evening Shift + Brandy, Iggy, Cathy and Tonya performed brilliantly. Kudos to everyone involved!

Overall the center had 1082 calls yesterday. We were at 500 when we sat down.

Corporal Derek Rader, Shift Supervisor



"Thank you to ALL of you for being here when we all know you had rather be home with your loved ones. It's very difficult to be at work when the storms hit and you feel you should be home to take care of family. You took care of Fayette & Spalding families last night and we sure do appreciate you!!"

Lt. Peggy R. Glaze, Assistant Director

"Allow me to chime in – Fayette County Communications Officers are the best in the world!! Way to go morning watch – you rule!!!"

Capt. Cheryl Rogers
Director

Public Safety Quality Assurance

Recognizing each Public Safety agency is committed to provide excellence each day and every day to the Fayette County citizens; a Quality Assurance Committee made up of front line supervision from the eight (8) Law Enforcement and Fire/EMS agencies that serve Fayette County was created in 2011.

This committee meets quarterly throughout the year. The primary purpose of this Quality Assurance Operations Committee is to get the people who do the job involved; to ensure optimum communications and to ensure 'first responders' safety. The implementation of the quarterly Quality Assurance meeting will provide a vehicle for the Law Enforcement and Fire/EMS Agencies to focus on the day-to-day operations and implement a "Help Us Help You" approach.

The objectives are:

- to have an orderly, positive exchange of ideas,
- to have an open and orderly exchange of issues.
- to gain consensus for plans for issue resolution,
- to be more efficient and effective,
- to be consistent with processes as applicable,
- to eliminate issues before they happen; and,
- to eliminate issues before they come to the attention of the E 9-1-1 Communications Board.

Each meeting is scheduled one month prior to the quarterly E 9-1-1 Communications Board meeting.

The inaugural meeting took place on February 23, 2011, followed by meetings scheduled on June 16, 2011, September 15, 2011 and December 15, 2011. The meeting format is set up in three segments: (1) Communications personnel meet with the Law Enforcement personnel, then, (2) Communications personnel meet with both Law Enforcement and Fire/EMS personnel, and then, (3) Communications personnel meet with only the Fire/EMS personnel.

Thus far, these meeting have been successful and scheduling will continue year-after-year.

"Let me express how awesome Fayette County Communications Officers are! They rock the mic steady!! Many thanks to Steve, Kelli, Janika, Leslie and Chet for working during tonight's storms. Brooks in Spalding County was hit by tornados, and we were receiving their 911 calls on our admin lines. The ladies and gentlemen working fielded many, many phone calls for Fayette and Spalding Counties and kept their cool the whole time. Well done, gang!"

Cpl. Tonya Warr
Morning Watch Shift Supervisor

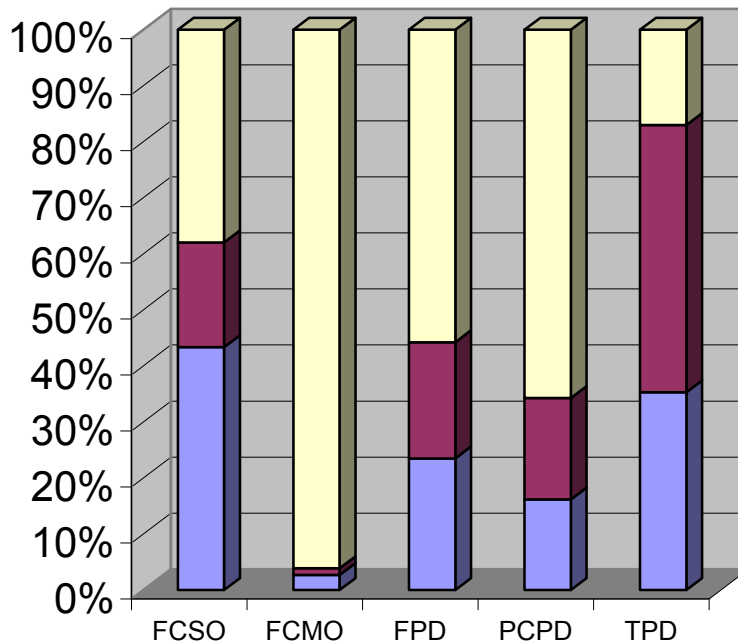
FAYETTE COUNTY E911 COMMUNICATIONS

2011 Annual Report

Law Enforcement

	FCSO	FCMO	FPD	PCPD	TPD
Number of Calls Dispatched	17,961	530	9,874	14,113	2,810
Number of Pullovers	7,755	236	8,695	15,775	3,793
Number of Officer Initiated Calls	15,727	18,959	23,419	57,342	1,354
Total Number of Calls	41,443	19,725	41,988	87,230	7,957

2011 Calls by Agency



■ Dispatch ■ Pull-over ■ Officer Initiated

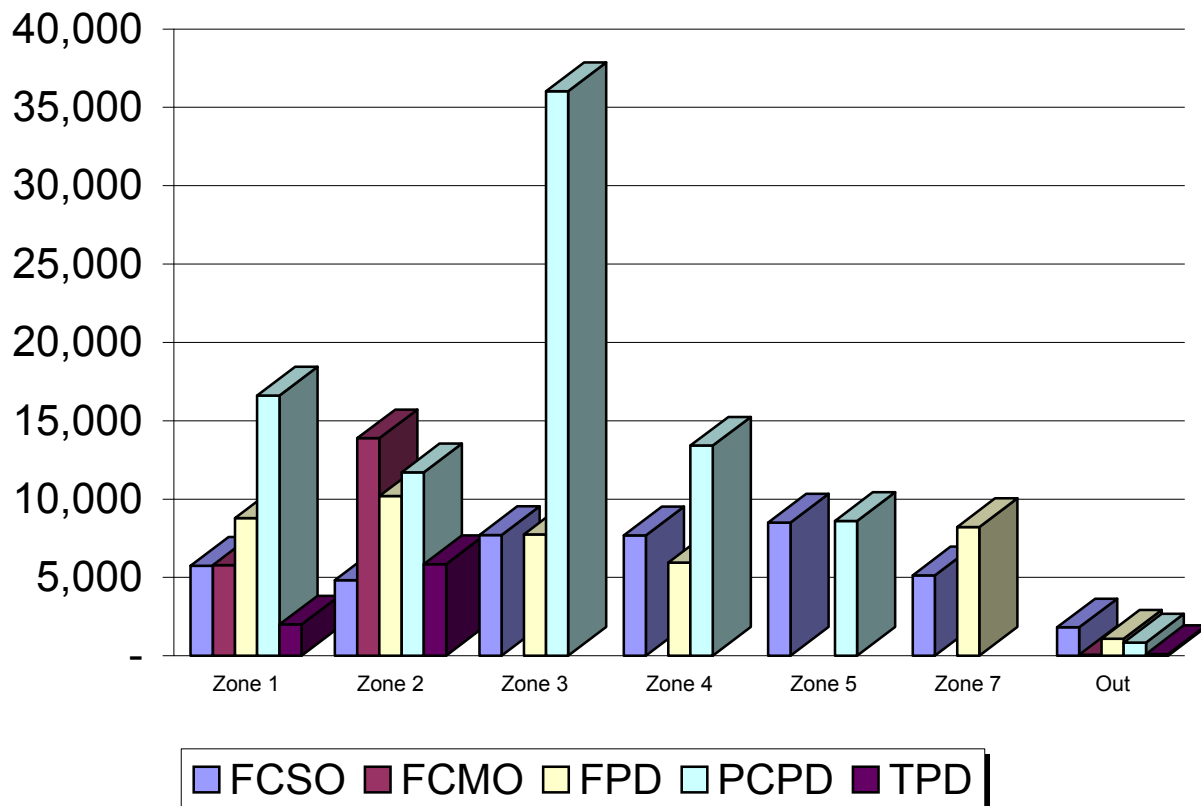
FAYETTE COUNTY E911 COMMUNICATIONS

2011 Annual Report

Number of Calls By Zone

	FCSO	FCMO	FPD	PCPD	TPD
Zone 1	5,753	5,780	8,786	16,616	1,998
Zone 2	4,834	13,883	10,188	11,703	5,850
Zone 3	7,708		7,756	36,035	
Zone 4	7,688		5,952	13,415	
Zone 5	8,508			8,613	
Zone 7	5,137		8,214		
Outside Jurisdiction	1,815	62	1,092	848	109
Total Number of Calls	41,443	19,725	41,988	87,230	7,957

2011 Calls by Zone



FAYETTE COUNTY E911 COMMUNICATIONS

2011 Annual Report

Average Response Time Departmental

FCSO	FCMO	FPD	PCPD	TPD
0:09:03	0:11:48	0:04:10	0:05:12	0:04:39

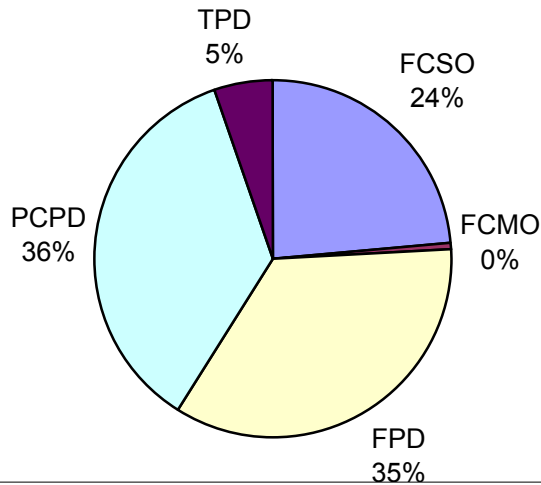
Average Response Time by Zone

	FCSO	FCMO	FPD	PCPD	TPD
Zone 1	0:09:33	0:12:16	0:03:53	0:04:51	0:04:22
Zone 2	0:08:05	0:09:47	0:03:34	0:05:12	0:04:34
Zone 3	0:07:34		0:04:41	0:04:18	
Zone 4	0:09:45		0:04:21	0:05:02	
Zone 5	0:09:01			0:05:44	
Zone 7			0:04:10		

Number of DUIs

FCSO	FCMO	FPD	PCPD	TPD
50	1	74	76	11

2011 DUIs by Agency



Average Total Time for DUIs

FCSO	FCMO	FPD	PCPD	TPD
3:18:00	2:22:00	2:25:00	3:46:00	3:28:00

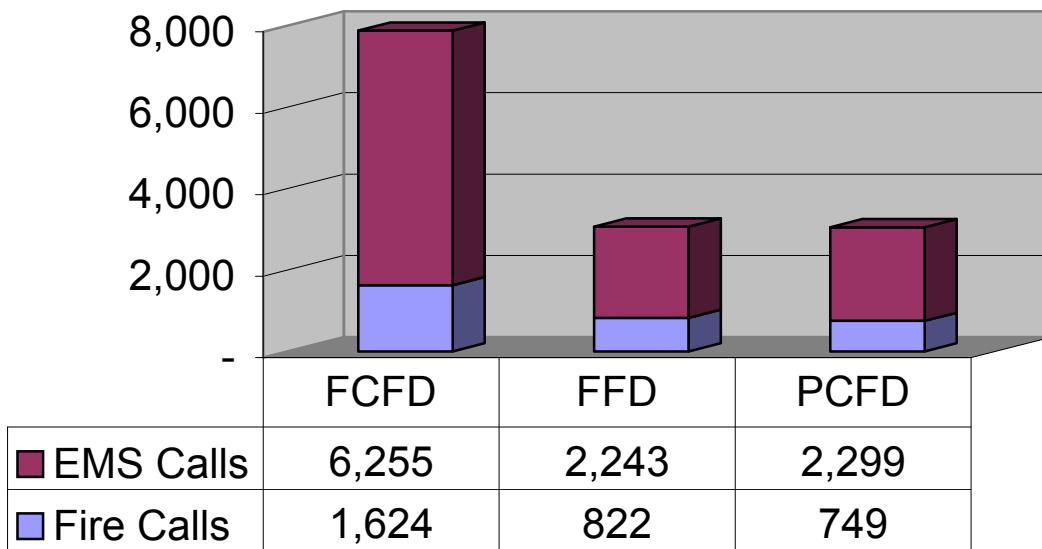
FAYETTE COUNTY E911 COMMUNICATIONS

2011 Annual Report

Fire and Emergency Services

	FCFD	FFD	PCFD
Number of Fire Calls	1,624	822	749
Number of EMS Calls	6,255	2,243	2,299
Total Number of Calls	7,879	3,065	3,048

2011 Fire vs EMS Calls by Agency



Average Response Times

	FCFD	FFD	PCFD
Fire Calls	0:04:52	0:04:24	0:04:25
EMS Calls	0:05:28	0:03:35	0:04:20

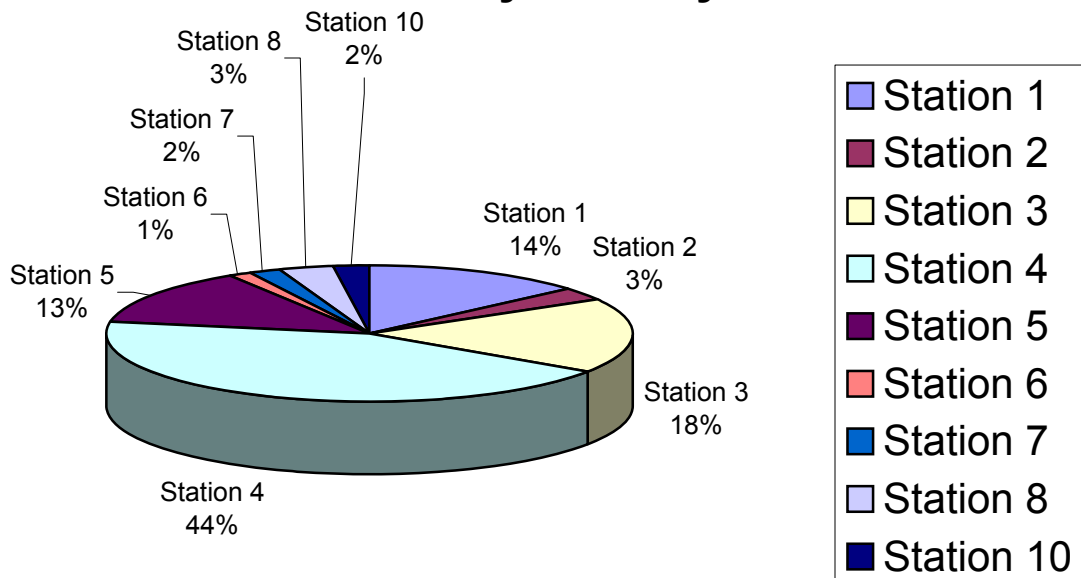
FAYETTE COUNTY E911 COMMUNICATIONS

2011 Annual Report

Number of Calls by Primary Station

	FCFD	FFD	PCFD
Station 1, 91, 81	1,064	2,245	979
Station 2, 92, 82	253	820	797
Station 3, 83	1,399		808
Station 4, 84	3,417		464
Station 5	1,052		
Station 6	106		
Station 7	142		
Station 8	265		
Station 10	181		
Total Number of Calls	7,879	3,065	3,048

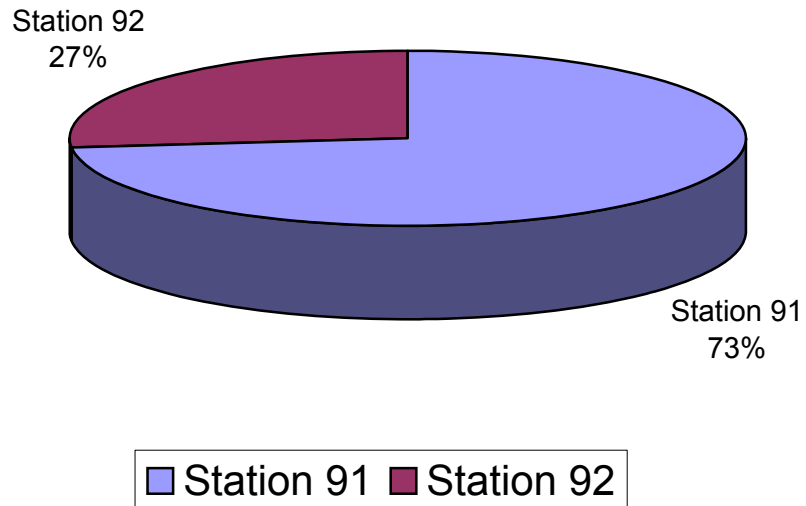
2011 FCFD Calls by Primary Station



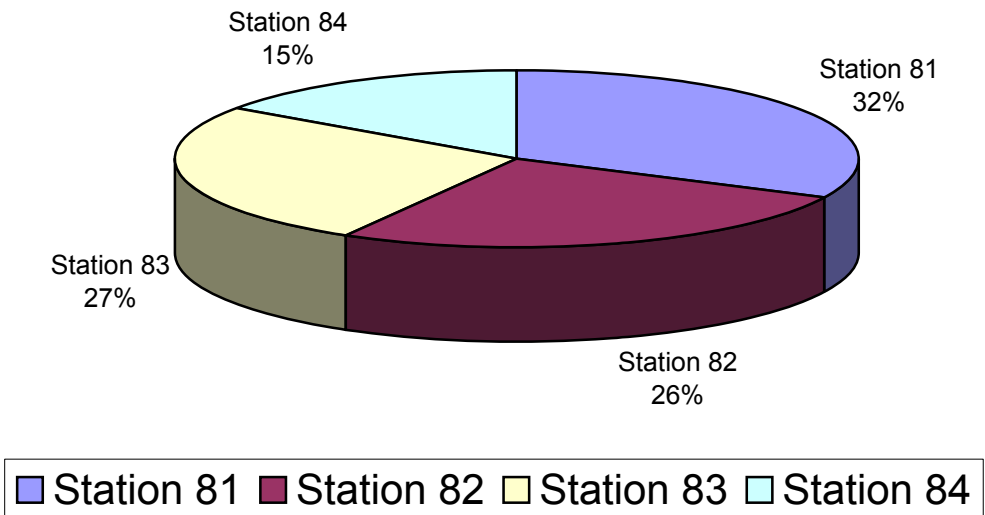
FAYETTE COUNTY E911 COMMUNICATIONS

2011 Annual Report

2011 FFD Calls by Primary Station



2011 PCFD Calls by Primary Station



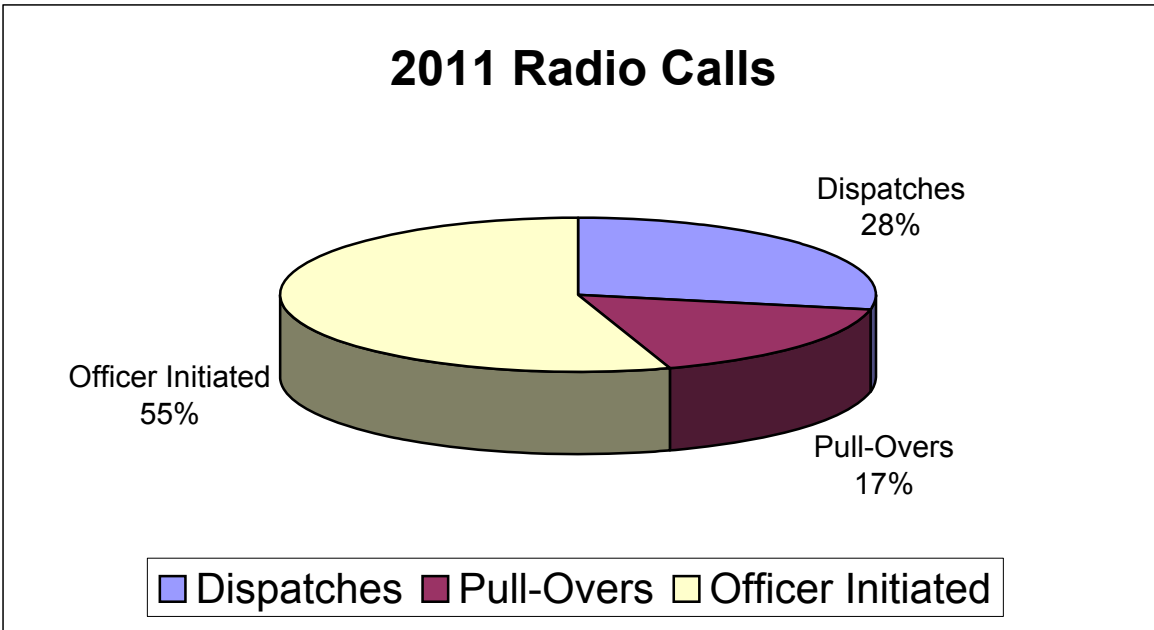
FAYETTE COUNTY E911 COMMUNICATIONS

2011 Annual Report

Communications Center

Radio Calls

Dispatches	59,280
Pull-Overs	36,254
Officer-Initiated	116,801
Total Number of Radio Calls	212,335



Average Operator Response Time **

FCSO	FCMO	FPD	PCPD	TPD
0:01:53	0:02:11	0:01:33	0:01:45	0:01:37

FCFD	FFD	PCFD
0:00:52	0:00:52	0:00:49

Highlighted times meet the goal of <2 minutes for Law Enforcement and <1 minute for Fire/EMS.

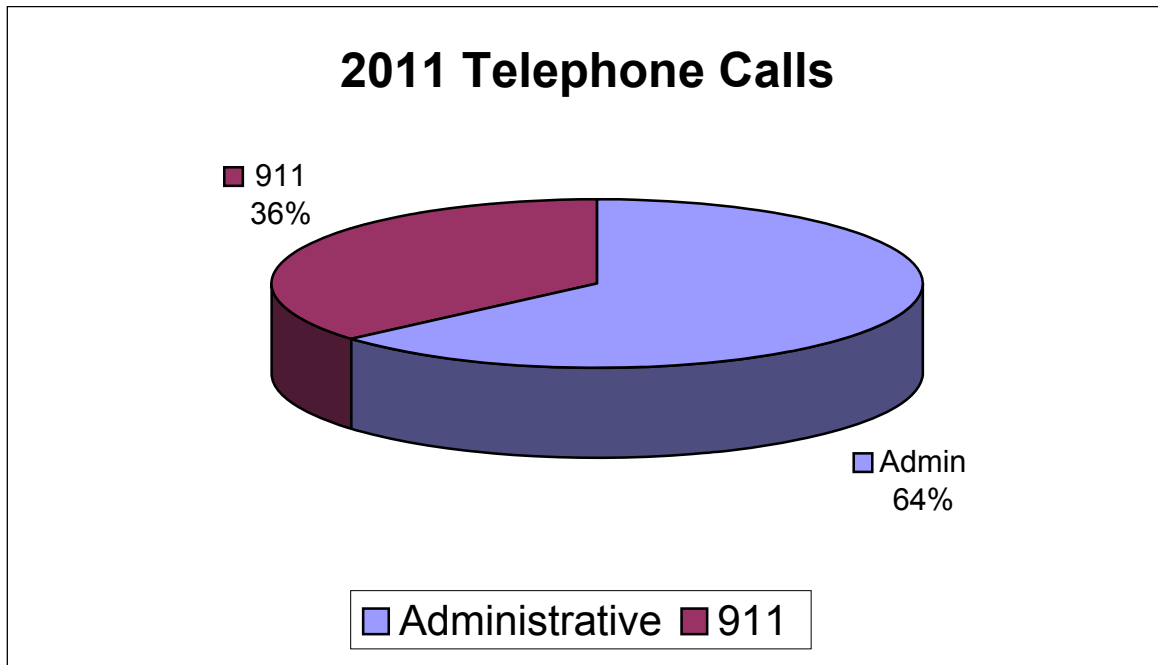
**Operator Response time is calculated from the time the call is received until the time the call is dispatched. If a call is held due to officer availability or the Dispatcher must handle a call of higher priority, this will increase the Operator Response Time.

FAYETTE COUNTY E911 COMMUNICATIONS

2011 Annual Report

Telephone Calls

Administrative	87,714
911 Calls	50,282
Total Number of Telephone Calls	137,996



% 911 calls answered on first ring	98.2%
% 911 calls answered within 3 rings	99.7%
2011 Sustained complaints	10

Population based data (106K in FY 2010)

Total calls answered per 1000 population	1301.9
Total 911 calls answered per 1000 population	474.4
Calls answered per communications officer	5307.5